



beyond expectations

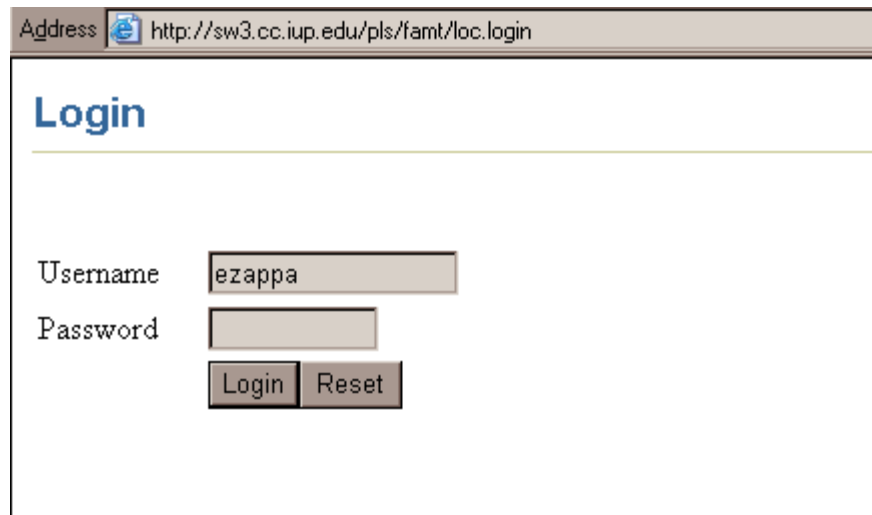
# FAMIS Maintenance and Service Request System


Last Updated: March 31, 2009



Indiana University of Pennsylvania

To access FAMIS, you need to type your username in the area labeled Username. Use the TAB key or navigate with your mouse to the field labeled Password. Once you have entered information in both fields, you can proceed by pressing the LOGIN Button or canceling by pressing the RESET Button with your mouse.



Address  http://sw3.cc.iup.edu/pls/famt/loc.login

## Login

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Username

Password

If you have accessed the MAIN - INDIANA UNIVERSITY OF PENNSYLVANIA building table, you have successfully logged onto FAMIS Web. For the best view of the FAMIS forms and functions, we recommend that you maximize the browser window.

## Facility Information

Navigator

### Site Information

Site **MAIN - INDIANA UNIVERSITY OF PENNSYLVANIA**

### Buildings

Please click on a building.

<a href="#">1024 WASH</a>	1024 WASHINGTON STR.
<a href="#">1030 WASH</a>	1030 WASHINGTON STR.
<a href="#">ACKERMAN</a>	ACKERMAN HALL
<a href="#">ADMIN ANNEX</a>	ADMINISTRATIVE ANNEX
<a href="#">ARMS ACAD</a>	WYANT
<a href="#">ARMS ST</a>	

## Step 1: Select a Building

Use the scroll bar on the right hand side to navigate through the building listing.  
Select the building and click with your left mouse button.  
A list of floors associated to the building you selected will be displayed.

## Step 2: Select a Floor

Select the floor and click with your left mouse button.  
A list of room associated to the floor you selected will be displayed



The screenshot shows a web interface for facility information. At the top, there is a blue header bar with the text "Facility Information" on the left and "Navigator" on the right. Below the header, the page is titled "Building Information". Under this title, there is a placeholder text "(No Image available)". The main content area displays the following information for the "ROBERTSHAW MAIN" building:

- Site ID: MAIN
- Building ID: ROBERTSHAW
- Address: 650 SOUTH THIRTEENTH STREET
- Contact: MARK GELETKA  
7-7747  
MAG@IUP.EDU

Below the contact information, there is a section titled "Floors". Under this section, there is a prompt: "Please click on a floor." Below the prompt, there is a table with two columns: "1ST" and "Floor 1ST".

1ST	Floor 1ST
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Use the scroll bar on the right hand side to navigate through the room listing.  
 Select the room and click with your left mouse button.  
 The room information form will be displayed based on the room you selected.

Facility Information
Navigator

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**Floor Information**

Site **MAIN** - INDIANA UNIVERSITY OF PENNSYLVANIA  
 Building **ROBERTSHAW - ROBERTSHAW MAIN**  
 Floor **1ST** -

**Floors**

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Please click on a room.

<a href="#">1</a>	Room 1
<a href="#">1Q</a>	Room 10
<a href="#">100H</a>	Room 100H
<a href="#">100H2</a>	Room 100H2
<a href="#">100H3</a>	Room 100H3
<a href="#">100H4</a>	Room 100H4
<a href="#">100H5</a>	Room 100H5
<a href="#">100H6</a>	Room 100H6
<a href="#">100H7</a>	Room 100H7
<a href="#">100V</a>	Room 100V

At the bottom of this page, click on the Service Requests Button.

Facility Information
Navigator

### Room Information

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Site **MAIN** - INDIANA UNIVERSITY OF PENNSYLVANIA  
 Building **ROBERTSHAW** - ROBERTSHAW MAIN  
 Floor **1ST** -  
 Room **14** -

### General Information

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Assigned To

Square Feet <b>202.5</b>	Capacity <b>0</b>
Status	Occupants
Cost Recovery	

### Categories

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Space Sub Category <b>081</b>	Space Category <b>XXX</b>
IFMA Category <b>NA</b>	Micro Category <b>NA</b>

Click on the Create Service Request Button at the bottom of the screen

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## Facility Services

Service Requests **Billing**

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### Service Requests

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**Search**

Search   [Advanced Search](#)

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**Results**

Request Number	Phase	Status	Requestor	Maint Type	Site	Building	Date Entered

On this page, **PLEASE DO NOT** complete any of the Alternate Requestor Info.  
If another person should be contacted, please write that information in the Description of Work Space.

Click on the Next Button.

## Facility Services

Service Requests **Billing**



### Create Service Request: Confirm Requestor

#### Requestor

Requestor	<input type="text" value="ZAPPA, EVELYN"/>	*
Phone	<input type="text" value="724-357-4496"/>	*
Cell Phone	<input type="text"/>	
Department	<input type="text" value="FACILITY"/>	*
Pager	<input type="text"/>	
E-mail	<input type="text" value="ezappa@iup.edu"/>	
il Code	<input type="text"/>	

#### Alternate Requestor

Name	<input type="text"/>
Phone	<input type="text"/>

Cancel Next

Use the scroll bar on the right hand side to navigate through the service listing.  
 Select the service and click with your left mouse button.  
 If you are unable to find one that is appropriate, go to the bottom and select New Web Request.

**Facility Services**    Service Requests    Billing

Confirm Requestor    **Select Services**    Enter Service Request    Enter Location    Review

**Create Service Request: Select Service**

- [A/C NOT WORKING](#)
- [BALLAST PROBLEM](#)
- [BLIND BROKEN](#)
- [BRACKET BROKEN](#)
- [BREAKER TRIPPED](#)
- [CARD READER NOT WORKING](#)
- [COMMODE - URINAL CLOGGED OR OVERFLOWING](#)
- [COMMODE - URINAL LEAKING](#)
- [COMMODE - URINAL WILL NOT STOP RUNNING](#)
- [COMMODE WILL NOT FLUSH](#)
- [CUT GRASS](#)
- [DOOR BROKEN](#)
- [DOOR CLOSER BROKEN](#)
- [DOOR WON'T LATCH](#)

Navigate through the form using your mouse or the Tab key.  
 When you are finished entering the Title and the Description, click on the Next Button at the bottom.

**Facility Services**

Service Requests **Billing**



**Create Service Request: Enter Service Details**

**Work Description**

Work Title \*

**Description of Work\***

*(To preserve the text formatting, please hit "return" after each line. (Limit 1000 chars))*

**Dates / Times**

Earliest Start Date

Latest Completion Date

If you picked Building, Floor, and Room Number previously, everything should be filled in. Click Next.

**Facility Services**

Service Requests **Billing**



**Create Service Request: Enter Location**

Site	MAIN*	Building	ROBERTSHAW
Floor	1ST	Room	14

Cancel   Back   Next

Review Page. If everything is correct, click on the Finish Button.

## Facility Services

Service Requests
Billing

### Create Service Request: Review

#### Requestor Information

Requester Name	ZAPPA, EVELYN	Requester Phone	724-357-4496
Requester Dept	FACILITY	Requester Email	ezappa@iup.edu
Alt Requester Name		Alt Requester Phone	

#### Service Description

Earliest Start Date	Latest Completion Date
Blackout Dates and Times	
Work Title	<b>BROKEN CHAIR</b>
Description	<b>Fix chair</b>

The last page shows your completed request.

At the bottom you may click on the Go Back to Service Requests Button if you desire to put in another request.

## Facility Services

Service Requests

Billing

Your Facilities Work Request (SR043295) was submitted on 10/24/2003.

### Requestor Information

Requestor Name **ZAPPA, EVELYN**  
Requestor Dept **FACILITY**

Requestor Phone **724-357-4496**  
Requestor Email **ezappa@iup.edu**

Alt Requester Name

Alt Requestor Phone

### Service Description

Earliest Start Date  
Blackout Dates and Times

Latest Completion Date

Work Title **BROKEN CHAIR**  
Description **Fix chair**

### Location

Site **MAIN**

Building **ROBERTSHAW**

When you would like to find Service Requests that you have placed, you may go directly to the bottom of this page and click on the Service Requests Button. (It is not necessary to choose a building, floor or room. You may if you desire. It will narrow your search.)

Navigator

## Facility Information

### Site Information

Site **MAIN** - INDIANA UNIVERSITY OF PENNSYLVANIA

### Buildings

Please click on a building.

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<a href="#">ADMIN ANNEX</a>	ADMINISTRATIVE ANNEX
<a href="#">ARMS ACAD</a>	WYANT
<a href="#">ARMS ST UN</a>	ARMSTG STUDENT UNION



On this page, click on the Search arrow, choose one of the selections, and click on the Go button. You may also click on the Advanced Search.

## Facility Services

Service Requests **Billing**

### Service Requests

#### Search

Search   [Advanced Search](#)

#### Results

- My requests this week
- My requests last week
- My requests this month
- My requests last month
- All my requests

Request	Requestor	Maint Type	Site	Building	Date Entered

If you clicked on the Go button, this page will be displayed.  
 You will be able to click on any of the SR numbers and your request will be displayed.

## Facility Services

Service Requests

Billing

### Service Requests

#### Search

Search   [Advanced Search](#)

#### Results

Request Number	Phase	Status	Requestor	Maint Type	Site	Building	Date Entered
<a href="#">SR043295</a>		REQUESTED	ZAPPA, EVELYN	NEW WORK	MAIN	ROBERTSHAW	10/24/2003

Create Service Request

## The fields listed on this form allow you to limit their query by any combination of the following fields:

### **Request Number**

The number assigned to your request (SR999999) If you enter a request # and execute query, all other criteria will be ignored.

### **Requestor Name**

The name of the person originating the request.  
For wildcard searches use % (e.g., %SMITH, and %SMITH% ) Both ways will return different results.

### **Funding Type**

You will be able to choose any combination or all. If you do not indicate any, all will be shown. Only those with signature authority will be able to see the cost information.

### **Choices of Funding Type:**

Customer-funded indicates that the work is paid by accounts outside of Facilities Operations.

Facilities-funded indicates that the work is paid by Facilities Operations accounts.

### Advanced Search

#### Request Number

Request Number

#### Criteria

Requestor Name

*(For wildcard searches use % (e.g., %SMITH))*

#### Funding Type: (Please select at least one.)

Customer-Funded  Facilities-Funded

#### Status: (Please select at least one.)

Open  Closed

#### Request Type(Please select at least one.)

Web Requests  Projects  
 Service Request  PMs

#### Location Information

Site  Building   
Floor  Room

Date Entered: From  To   
*(mm/dd/yyyy)* *(mm/dd/yyyy)*



### Status

You will be able to choose any combination or all. If you do not indicate any, all will be shown.

Choices of Status Options:

**Waiting Routing Approval:** Requests still in approval routing or requests approved but not processed by Facilities.

**Open:** Requests processed and scheduled by Facilities, but work is not completed.

If you are searching for all work scheduled for a particular time period (this week, next week, etc.),  
Please indicate date range in the space provided.

**Closed:** Work completed and all charges have been billed.

You will be able to choose any combination or all. If you do not indicate any, all will be shown.

### Choices of Request Types:

**Web Requests:** Requests entered via the Web

**Non-Web Requests:** Requests not entered via the Web

**Quick Responses:** Requests called into Maintenance Customer Services

**Preventive Maintenance:** Work planned on regular intervals (e.g., preventive maintenance on building systems; Ground work  
**Location**

Location indicated on your work request by "Site- (MAIN) or Building description" (Robertshaw)

After entering Building Description - click on Search.

Room and Floor information can also be indicated if it was specified on your work request.

**Date Entered Date** (or date range) the request was inputted into the system

Format is mm/dd/yyyy.

Example: You are searching for a request you entered on August 29, 2003.

You would enter: From: 8/29/2003 to 8/29/2003

Enter the field(s) you wish to Query on, based on the instructions above.

Click on the EXECUTE QUERY button.

The Service Request information will be displayed based on your search conditions.